

BlackBerry Blend

Version: 1.1



Installation and Configuration Guide

Contents

1	About BlackBerry Blend.....	4
	BlackBerry Blend architecture.....	5
	Security.....	5
	IT policy rules.....	6
	System requirements.....	7
2	Installing BlackBerry Blend as an administrator.....	8
	Prerequisites.....	8
	Parameters for silent installation.....	8
	Perform a silent installation using InstallShield.....	9
	Perform a silent installation using Windows Installer.....	10
3	Install BlackBerry Blend as a user.....	11
4	Set up a device with BlackBerry Blend.....	12
5	Troubleshooting: BlackBerry Blend.....	13
	A device can't connect to BlackBerry Blend.....	13
6	Legal notice.....	14

About BlackBerry Blend

1

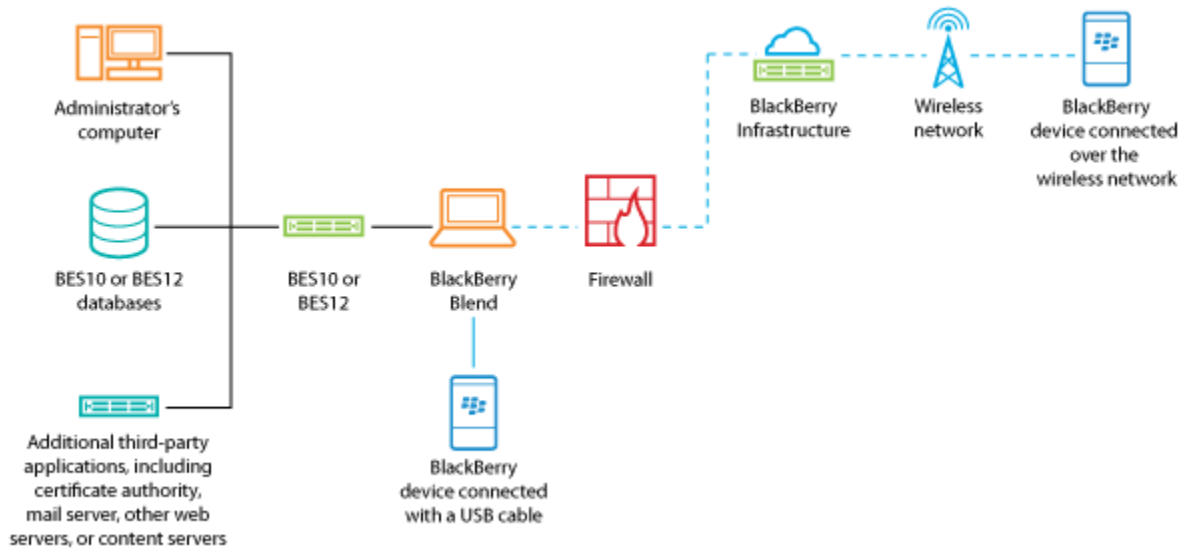
BlackBerry Blend allows users to interact with their BlackBerry devices without interrupting their time on the computer. With BlackBerry Blend, users can access email messages, files, and certain apps on their computer the same way they use them on the device. Discreet, on-screen notifications alert users to incoming messages, chats, updates, and incoming calls.

Users can perform the following actions on their computer or tablet using information from their device:

- View and respond to messages from a work email account and other types of supported messages and chats from different accounts in the BlackBerry Hub.
- Access BBM chats, groups, and BBM Channels.
- Access SMS text messages.
- View the calendar events from your organization's calendar.
- View contacts from your organization's directory.
- Copy and transfer files between your device and computer or tablet.
- Open a browser with a secure connection on a computer to view private information from your organization's intranet sites.

Users can continue to use BlackBerry Link to back up and restore device data, switch devices, and update or reload device software.

BlackBerry Blend architecture



Security

You can use BlackBerry Blend when you manage BlackBerry 10 devices with BlackBerry Enterprise Service 10 or BlackBerry Enterprise Service 12. BlackBerry Blend inherits the same security rules from the device.

When a user accesses device data using BlackBerry Blend, BlackBerry Blend doesn't save the data and doesn't store it when the device is disconnected. You can control how a user accesses device data using different IT policy rules. For example, if the correct rule is turned on, users can save attachments from their devices to a computer or tablet.

If BlackBerry Balance is turned on, users must unlock the work space using their BlackBerry Balance password before they can access their work data (such as email, attachments, and calendar events).

For more information about security in BlackBerry Blend, see the [BlackBerry Blend Security Note](#).

IT policy rules

You can manage BlackBerry Blend using IT policy rules. You can configure the IT policy rules using BlackBerry Enterprise Service 10 or BlackBerry Enterprise Service 12 and send the IT policy to a BlackBerry 10 device. The device then uses these IT policy rules to determine whether it can connect to BlackBerry Blend and what work data and files BlackBerry Blend can access.

If a user has a regulated BlackBerry Balance device, these rules apply to the data in the work space.

The IT policy rules that are available for BlackBerry Blend depend on the activation type that the device uses.

IT policy rule	Description	Activation types
BES10: BlackBerry Blend BES12: Allow BlackBerry Blend	This rule turns off support for BlackBerry Blend.	- Regulated BlackBerry Balance - Work space only
BES10: BlackBerry Blend Access to Work Data BES12: Allow BlackBerry Blend access to work data	This rule controls access to work data such as email messages, calendar, and contacts.	- BlackBerry Balance - Regulated BlackBerry Balance
BES10: BlackBerry Blend Access to Work Files BES12: Allow BlackBerry Blend access to work Files	This rule controls access to work files including files in email attachments and files stored in the work space on the device.	- BlackBerry Balance - Regulated BlackBerry Balance - Work space only
BES10: BlackBerry Blend Access to Work Browser BES12: Allow BlackBerry Blend access to work browser	This rule specifies whether BlackBerry Blend can use the work browser.	- BlackBerry Balance - Regulated BlackBerry Balance - Work space only

For more information about the activation types and the IT policy rules, visit [BlackBerry Enterprise Service 10 - Manuals and Guides](#) or [BlackBerry Enterprise Service 12 - Manuals and Guides](#).

System requirements

Item	Requirement
BlackBerry device	A BlackBerry 10 device running BlackBerry 10 OS version 10.3 or later
BlackBerry Enterprise Service 10 or BlackBerry Enterprise Service 12	BlackBerry Enterprise Service 10 version 10.2.4 or later Administrators must purchase a license for each user. For more information, visit BlackBerry Blend in the Enterprise. Before users can access their work spaces using BlackBerry Blend, the IT policy rules must be turned on. For more information, visit BlackBerry Enterprise Service 10 - Manuals and Guides or BlackBerry Enterprise Service 12 - Manuals and Guides.
Computer or tablet	Any of the following: - Windows 7 or later - Mac OS X 10.7 or later - Android 4.4 or later - iOS 7.0 or later Internet Protocol version 6 (IPv6) must be enabled on computers and tablets. This setting is usually enabled by default. If a firewall or antivirus software is also installed on the computer, you might need to create a rule to allow IPv6 traffic to pass through.
Connection	- A Wi-Fi, mobile, or USB connection - A connection to the BlackBerry Infrastructure. The BlackBerry Infrastructure uses Akamai servers for data flow. It isn't possible to allow connections using a specific IP address. Users who require an IP address to whitelist a device should use a USB connection instead, where it isn't required to pass traffic over the network. Note: Using a mobile connection might result in high data charges.

Installing BlackBerry Blend as an administrator

If you're an administrator, you can perform a silent installation to push BlackBerry Blend to BlackBerry device users' computers within your organization's environment, without the users' involvement.

Administrators must purchase a license for each user. For more information, visit [BlackBerry Blend in the Enterprise](#).

Prerequisites

- Verify that outgoing connections to port 443 are allowed to connect to the BlackBerry Infrastructure.
- Verify that BlackBerry Enterprise Service 10 version 10.2.4 is installed.
- If you're using the Windows Installer, verify that the following software is available on the device users' computers:
 - Microsoft .NET Framework 3.5 SP 1 or later. You can download this software from [Microsoft .NET Framework](#).
 - Microsoft Visual C++ 2008 Redistributable Package. After you extract the BlackBerry Desktop Software.exe file, you can find this package at the following location: `<download_directory>\ISSetupPrerequisites\{8D6472BE-E246-4e63-A578-53EDAE1F40AB}\vcredist_x86.exe`
- If you're using InstallShield, the Microsoft .NET Framework and Visual C++ Redistributable Package software is installed automatically with BlackBerry Blend.
- If you're installing BlackBerry Blend on a computer that runs Windows 7, run the command as an administrator to match the UAC of the operating system.

Parameters for silent installation

Parameter	Description	Value
SHORTCUT_DESKTOP	Adds a shortcut to BlackBerry Blend on a user's computer.	0 = A shortcut isn't added.

Parameter	Description	Value
		1 = A shortcut is added. This is the default value.
ALL_USERS	Specifies if you want all users to use BlackBerry Blend on the computer or only the current user for the computer.	0 = Current user only. 1 = All users. This is the default value.
INSTALLDIR	Specifies the installation directory for BlackBerry Blend.	This is the full path of the installation. The default path is C:\Research In Motion\BlackBerry Blend
<i>language_code</i>	Specifies the language for BlackBerry Blend if you're using InstallShield.	English = 1033. This is the default language.
TRANSFORMS	Specifies the language for BlackBerry Blend if you're using Windows Installer.	English = 1033.mst. This is the default language.

Perform a silent installation using InstallShield

1. Download the BlackBerry Desktop Software.exe file and extract it into a new directory.
2. Use the following command: `setup.exe /s /l<language_code> /v"/qn <parameter_list>"`
 - Don't include a space between the quotation marks or the character after the forward slash (/). If you're including an installation directory that contains a space, enclose the path with quotation marks.
 - To use the default values, use the following command: `setup.exe /s`
 - If you want to use an installation path that contains a space, use the following command: `setup.exe /s /11033 /v"/qn ALL_USERS=1 SHORTCUT_DESKTOP=1 INSTALLDIR="c:\Research In Motion\BlackBerry Blend"`
 - If you want to use an installation path that doesn't contain a space, use the following command: `setup.exe /s /11033 /v"/qn ALL_USERS=1 SHORTCUT_DESKTOP=1 INSTALLDIR=c:\BlackBerryBlend"`

Perform a silent installation using Windows Installer

Before you begin: Verify that Microsoft .NET Framework 3.5 SP 1 and Microsoft Visual C++ 2008 Redistributable Package are installed on the BlackBerry device users' computers.

1. Download the BlackBerry Desktop Software.exe file and extract it into a new directory.
2. Use the following command: `msiexec.exe /I "BlackBerry Desktop Software.msi" /q <parameter_list>`
 - Don't include a space between the quotation marks or the character after the forward slash (/).
 - To use the default values, use the following command: `msiexec.exe /I "BlackBerry Blend.msi" /q`
 - To use a different installation path and list the parameters, use the following command: `msiexec.exe /I "BlackBerry Blend.msi" /q ALL_USERS=1 SHORTCUT_DESKTOP=1 INSTALLDIR="c:\BlackBerry Blend" TRANSFORMS=1033.mst`

Install BlackBerry Blend as a user

3

1. On your computer or tablet, visit www.blackberry.com/blackberryblend.
2. Do any of the following:
 - If you're installing BlackBerry Blend on your Mac OS or Windows computer, download the software from the webpage.
 - If you're installing BlackBerry Blend on your Android tablet, tap the link to open the Google Play store and download the software.
 - If you're installing BlackBerry Blend on your iOS tablet, tap the link to open the App Store and download the software.
3. Follow the instructions on the screen.
4. Verify that you have the latest version of the BlackBerry Blend app. On your device, in BlackBerry World, tap  > **My World** > **My Apps and Games**, and tap **Check for Updates**. If an update appears for BlackBerry Blend, install it.

Set up a device with BlackBerry Blend

4

After installing BlackBerry Blend, users must pair their BlackBerry devices with their computer to establish a one-time connection. Pairing the device and computer makes sure that the data is encrypted between the device and computer.

Users can create this pairing over a USB cable connection or over a Wi-Fi connection. More than one device can be set up with BlackBerry Blend.

1. Open BlackBerry Blend on your computer.
2. To pair your device with BlackBerry Blend, choose your current connection type:
 - If your device is connected to your computer with a USB cable, click **USB Cable Connection**. If your network environment requires a whitelisted IP address to access external sites, you should use a USB connection.
 - If your computer is connected to a network that can communicate with the BlackBerry Infrastructure and your device is connected wirelessly, click **Wireless Network Connection**. Enter your BlackBerry ID sign-in information. If you decide to skip entering your BlackBerry ID, you cannot use BlackBerry Blend over the wide area network (WAN).
3. When prompted, verify that the passkey on your device matches the passkey on your computer.
4. If your device is password protected, type your password. To enter your password only once, select the **Remain signed in** checkbox.

Troubleshooting: BlackBerry Blend

5

A device can't connect to BlackBerry Blend

If a user can't connect a device to BlackBerry Blend, verify that the following conditions are met:

- The device is running BlackBerry 10 OS version 10.3 or later.
- The computer or tablet is connected to the BlackBerry Infrastructure.
- IPv6 is enabled on the computer and isn't blocked by antivirus software or a firewall.
- If attempting to connect wireless, the device has a Wi-Fi connection or a mobile network connection.
- The user isn't trying to connect to BlackBerry Blend over VPN.

Try the following:

- On the device, on the **Settings > Device Connections** screen, make sure that the **Allow Connections** option is turned on. If the user is attempting to connect over the mobile network, verify that the **Use Mobile Network** option is turned on.
- The user entered a valid BlackBerry ID and used the same BlackBerry ID to sign in to the device.
- If the user is trying to connect to BlackBerry Blend wirelessly, try connecting again using a USB cable.

For additional help, visit the [BlackBerry Knowledge Base](#) and search for the following articles:

- KB36035 - Troubleshooting connection problems in BlackBerry Blend
- KB35694 - BlackBerry Blend - Unable to connect due to IPv6 traffic being blocked
- KB36116 - BlackBerry Blend - Unable to connect to BlackBerry Smartphone while connected to a VPN

Legal notice

6

©2014 BlackBerry. All rights reserved. BlackBerry® and related trademarks, names, and logos are the property of BlackBerry Limited and are registered and/or used in the U.S. and countries around the world.

Akamai is a trademark of Akamai Technologies, Inc. Android and Google Play are trademarks of Google Inc. App Store and Mac OS are trademarks of Apple Inc. iOS is a registered trademark of Cisco Systems, Inc. and/or its affiliates in the U.S. and certain other countries. iOS® is used under license by Apple Inc. InstallShield is a trademark of Flexera Software. Microsoft, Visual C++, and Windows are trademarks of Microsoft Corporation. All other trademarks are the property of their respective owners.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available at www.blackberry.com/go/docs is provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by BlackBerry Limited and its affiliated companies ("BlackBerry") and BlackBerry assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect BlackBerry proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of BlackBerry technology in generalized terms. BlackBerry reserves the right to periodically change information that is contained in this documentation; however, BlackBerry makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party websites (collectively the "Third Party Products and Services"). BlackBerry does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by BlackBerry of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABILITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL BLACKBERRY BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH BLACKBERRY PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF BLACKBERRY PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES WERE FORESEEN OR UNFORESEEN, AND EVEN IF BLACKBERRY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, BLACKBERRY SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO BLACKBERRY AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED BLACKBERRY DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF BLACKBERRY OR ANY AFFILIATES OF BLACKBERRY HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with BlackBerry's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with BlackBerry's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by BlackBerry and BlackBerry assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with BlackBerry.

Certain features outlined in this documentation require a minimum version of BlackBerry Enterprise Server, BlackBerry Desktop Software, and/or BlackBerry Device Software.

The terms of use of any BlackBerry product or service are set out in a separate license or other agreement with BlackBerry applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY BLACKBERRY FOR PORTIONS OF ANY BLACKBERRY PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

BlackBerry Limited
2200 University Avenue East
Waterloo, Ontario
Canada N2K 0A7

BlackBerry UK Limited
200 Bath Road
Slough, Berkshire SL1 3XE
United Kingdom

Published in Canada